## Contracted Provider Process for Adult Mental Health Targeted Case Management (AMH-TCM) For Voluntary Individuals

### Guidelines:

## All opening and transfers should be completed within 30 days of service start

* All closings should be completed within 30 days of service end/completion

### Payment information:

* For people eligible and not yet enrolled on MA, complete the New Client Authorization or Change in Client Status form (also called a Service Authorization) and fax it to the Service Authorization Unit (SAU) at 612-632-8681 for billing approval through Uncompensated Care (aka HennPay).
* For people enrolled in MA or PMAP, connect with the insurance provider for billing.

### Intake/Opening for a person new to case management

1. Complete the Hennepin County AMH-TCM Contracted Provider - Intake/Opening Form on the [Partner page](https://www.hennepin.us/business/work-with-henn-co/partners-human-services-public-health)
2. Hennepin County support staff will open the person to a workgroup in our billing system, SSIS and send the provider the SSIS workgroup number, and if applicable: the DA and ICA Transfer Summary.
3. Complete a Service Authorization if needed.

### Transfers from Hennepin County case management (a.k.a. “operated”) to a provider

1. Send transfer forms/documents directly to the new provider, including:
   1. Transfer summary
   2. Functional assessment
   3. Most recent diagnostic assessment (no more than 3 years old)
   4. ICSP
2. When the provider accepts the case, send an email with “Transfer” in the subject line, the decision, and the date of transfer to:
   1. Hennepin County operated case manager
   2. [HSPH.OS.BH@hennepin.us](mailto:HSPH.OS.BH@hennepin.us)
3. Complete a Service Authorization if needed.

### Transfers from Hennepin County case management to ACT teams

1. The Hennepin County social worker will send information to the ACT team(s), using the Universal ACT referral form in ECF, form number N10497.
2. Send transfer forms/documents to the ACT team (if they are available and if it will not delay the referral process) including:
   1. Transfer summary
   2. Functional assessment
   3. Most recent diagnostic assessment (no more than 3 years old)
   4. ICSP
3. The ACT team will send an email with the date of transfer to:
   1. Hennepin County social worker
   2. [HSPH.OS.BH@hennepin.us](mailto:HSPH.OS.BH@hennepin.us)
4. Complete a Service Authorization if needed.

### Transfers from ACT to AMH-TCM (change in Level of Care)

1. Send transfer forms/documents to the new provider, including:
   1. Transfer summary
   2. Functional assessment
   3. Most recent diagnostic assessment (no more than 3 years old)
   4. Verification of an SPMI diagnosis
2. When the new TCM team/provider accepts the transfer, send an email with “Transfer” in the subject line, confirmation that documents have been received, and the date of transfer to [HSPH.OS.BH@hennepin.us](mailto:HSPH.OS.BH@hennepin.us)
3. Complete a Service Authorization if needed.

### Transfers between providers with a Hennepin County contract

1. Send transfer forms/documents directly between providers, including:
   1. Transfer summary
   2. Functional assessment
   3. Most recent diagnostic assessment (no more than 3 years old)
   4. ICSP
   5. The name and phone number of the current case manager
2. When the new provider accepts the transfer, send an email with “Transfer” in the subject line, confirmation that documents have been received, and the date of transfer to [HSPH.OS.BH@hennepin.us](mailto:HSPH.OS.BH@hennepin.us)
3. Complete a Service Authorization if needed.

### Transfers out of Hennepin County to another county

1. When people transfer out of Hennepin County, they must be closed in SSIS, the Hennepin County billing system. Follow the case closing procedure below, and work with the new county to open a person to services in that county.

### Transfers into Hennepin County from another county

1. When someone is transferred to Hennepin County, follow the Intake/Opening process at the top of this document.

### Case Management Closing Process

1. Send an email to [HSPH.OS.BH@hennepin.us](mailto:HSPH.OS.BH@hennepin.us), attach:
   1. closing/discharge summary
   2. Notice of Action form
2. Include a closing reason from the list below:

* Agency decision- client ineligible for requested services
* Agency decision- client need for service not established
* Agency discontinued- additional services not available
* Agency discontinued- client non-cooperation
* Agency discontinued- court order a factor
* Client deceased *(the Notice of Action form is not needed for people who have passed away)*
* Client discontinued/refused service, no authority to continue
* Client entered hospital/nursing home
* Client incarcerated
* Client moved
* Client reached age of majority/emancipation
* Client transferred to another agency
* Services completed, no further service necessary
* Services completed, referred elsewhere
* Unable to locate client

1. Closing requests cannot be processed for dates in the future.
2. Hennepin County support staff will send a closing confirmation via email